I'm having trouble getting JIRA-related triggers to work

Ben Henley - 2023-08-31 - Comments (0) - Deskpro Legacy

Question:

I've installed the new JIRA app within Deskpro and set it up. I notice that there are some new JIRA-related trigger criteria and actions, but they don't work. What's wrong?

Answer:

After you've installed the app, you need to do a little more configuration in JIRA before you can use JIRA-related triggers and actions.

See the **Jira in triggers** section at the bottom of this article for details.